



NASA HEADQUARTERS LANGUAGE ASSISTANCE PLAN

**FOR ACCOMMODATING
LIMITED ENGLISH PROFICIENT INDIVIDUALS**

**Headquarters Office of Equal Opportunity
And Diversity Management**

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NASA HEADQUARTERS

LANGUAGE ASSISTANCE PLAN

I. Executive Summary

The NASA Headquarters Language Assistance Plan (LAP) has been prepared in accordance with the requirements of Executive Order 13166, signed August 11, 2000. The Executive Order requires that each Federal agency develop an implementation plan for its federally conducted and assisted programs. The plan is to be consistent with the Department of Justice Guidance on "Enforcement of Title VI of the Civil Rights Act of 1964-National Origin Discrimination against Persons with Limited English Proficiency (LEP)." The Associate Administrator for Headquarters Operations (Code C) must approve the NASA Headquarters Implementation Plan for submission to the Office of Equal Opportunity Programs (Code E). The NASA Headquarters LAP reflects programs and activities that impact the Limited English Proficiency populations in the Washington Metropolitan Area.

In order to develop the Headquarters Implementation Plan a survey was conducted of all Headquarters organizations to assess their current capabilities to respond to external inquiries for translation or interpretation services in languages other than English. The Headquarters Office of Equal Opportunity and Diversity Management surveyed twenty codes in the Headquarters organization. Based on the survey results it was determined that the following four codes would have the most impact on the LEP population in the metropolitan area: Public Affairs (P), Small and Disadvantaged Business (K), Education Division (FE), HQ Information Technology & Communications Division (CI). The Office of External Relations (Code IM) was included because it has the internal capabilities to provide interpretation and translation services for the majority of those languages spoken in the metropolitan area. Code IM will enhance the efforts of the HQ LAP by modifying their existing language assistance contract to accommodate approved requests for translation and interpretation needs. Headquarters will also work with GSFC to engage in collaborative efforts to maximize efforts and resources.

Based on local demographics of the LEP populations, the sources of external inquiries would be from the following primary language groups: Spanish, Korean, Vietnamese, Chinese, Arabic, Hindi, French, German, and Italian. Moreover, the intent of the NASA Headquarters Implementation Plan is to make accessible those NASA publications with the greatest public distribution, which include web-sites and videos.

The dissemination of information of language accessibility services is consistent with the NASA commitment to keep the American public informed of all of its programs and activities.

II. Agency Policy Statement

On January 12, 2001, NASA Administrator Daniel Goldin signed the NASA Language Assistance Plan for Accommodating Persons with Limited English Proficiency in NASA Conducted Programs and Activities. The plan establishes the goal for each NASA Center, including Headquarters, to provide quality language assistance to LEP persons, as appropriate, in respective programs and activities. The language of the Policy Statement is as follows:

AGENCY POLICY STATEMENT

NASA is dedicated to ensuring that its programs and activities are accessible to all persons who wish to benefit from them and is proud to demonstrate its commitment to effective implementation of Executive Order 13166.

It is NASA's policy to provide every reasonable effort to make its programs and activities accessible to all people, including those who are limited English proficient. NASA Headquarters offices promulgate agency policies. We also have customary practices which are not based on written policies, but nevertheless demonstrate the obligation the Agency has to provide access to its conducted programs and activities for all members of the general public.

Although no policies have been identified limiting or restricting the participation of limited English proficient individuals in the Agency's programs and activities, NASA will continue to review its present and future policies for any exclusionary effects. Furthermore, NASA will ensure that its employees are aware of their responsibilities under Executive Order 13166.

Based on the Agency's preliminary analysis of its programs and activities, barriers based on limited English proficiency in its program and activities have not been identified. Where the need for language assistance to limited English proficient persons arises, the plan indicates actions that will be initiated to address the needs in order to improve accessibility to the respective programs and activities.

We want to make NASA a model for the Nation in providing access to programs and activities for all individuals.

Signed

Daniel S. Goldin
NASA Administrator

January 12, 2001

Date

III. Introduction

The Headquarters Office of Equal Opportunity and Diversity Management administers the Headquarters Language Assistance Plan and provides the general framework for accomplishing the goals set forth in the Executive Order and the NASA Policy Statement. A Working Group was established to define this LAP and jointly assure compliance with Executive Order 13166. The Working Group consists of representatives from Codes K, P, FE, CI and IM.

After conducting an initial survey beginning January 2001, it was determined that Headquarters has the internal capability to expand the scope of an existing contract for translation and interpretative services to include the LEP population in the Washington Metropolitan area. However, there was no established process that advertises the availability of these language services to the general public, as required by the Executive Order. The Enterprises and functional offices reported they received very few inquiries for language assistance but that they would accommodate any requests as needed.

The Executive Order views the lack of information on these services as a form of exclusion if a process is not developed to address the needs of the LEP population. NASA Headquarters has the capacity to deal with requests for language assistance including both **Oral** language assistance and **Translation** of written material, particularly non-technical documents. Currently, the procedure for Enterprises and the functional offices to procure language services is to submit a written request to the Office of International Affairs (IM) and initiate a task order for the Language Assistance Contractor. The Office of Equal Opportunity and Diversity Management along with the Office of External Relations will evaluate the current procedures and propose a streamlined process, which tracks the number of requests and quality of service.

The internal survey also revealed a general concern about the added translation costs for the number of NASA public documents. The Working Group will establish criteria and a process for prioritizing documents that most benefit the public. The Working Group will provide guidance and an understanding of the scope of services which can be realistically provided and maintain a balance within limited budget constraints. The Group will also request advice and input from other organizations where appropriate.

The working group will provide cost estimates after evaluating the documents to be translated and prioritize the language and the number of documents to be printed. The results of the evaluation would be submitted to the Associate Administrator for Headquarters Operations for further review. A determination will be made by the Associate Administrator to consider the feasibility of these costs in conjunction with the Office of External Relations.

The Headquarters Office of Equal Opportunity and Diversity Management will also coordinate the solicitation of volunteers to identify foreign language speakers at NASA Headquarters to enhance the capability to respond to oral language assistance needs.

IV. Demographics

According to the U.S. Census Bureau the Washington Metropolitan Area demographic profile has changed dramatically within the past ten years. The influx of newly arrived immigrants will impact the development of the nation's social and economic policies as evidenced with the issuance of the Executive Order 13166. The primary focus of the NASA Headquarters Implementation Plan is to ensure the accessibility of all NASA programs and activities to all persons in the Washington Metropolitan Area. The plan will enable NASA Headquarters to review its present and future policies for any exclusionary effects. The immigrant communities, which are exhibiting the largest growth rate, and the greatest concentration of LEP populations, are Hispanics and Asian/Pacific Islanders. The data below demonstrates the growth of these respective communities in the past ten years.

HISPANIC POPULATION TRI-STATE AREA

| | 1990 | 1996 | 2000 | % Increase since 1990 |
|------------------|-------------|-------------|-----------|--------------------------|
| D.C. | 33,000 | 38,000 | 40,000 | 17.5% |
| Total Population | 191,000 | 185,000 | 184,000 | (-4%) |
| | | | | |
| M.D. | 125,000 | 170,000 | 214,000 | 41.5% |
| Total Population | 3,430, 000 | 3,495, 3546 | 3,546,000 | 3.2% |
| | | | | |
| VA. | 160,000 | 224,000 | 269,000 | 40.5% |
| Total Population | 8, 649, 000 | 8,791,000 | 9,026,000 | 4.1% |

ASIAN/PACIFIC ISLANDER TRI-STATE AREA

| | 1990 | 1996 | 2000 | % Increase since 1990 |
|------------------|-----------|-----------|-----------|--------------------------|
| D.C. | 12,000 | 16,000 | 15,000 | 20% |
| Total Population | 191,000 | 185,000 | 184,000 | (-4%) |
| | | | | |
| MD | 13,000 | 15,000 | 16,000 | 19% |
| Total Population | 3,430,000 | 3,495,000 | 3,546,000 | 3.2% |
| | | | | |
| VA. | 16,000 | 18,000 | 19,000 | 15.7% |
| Total Population | 8,649,000 | 5,111,000 | 5,296,000 | 4.1% |

*State and Metropolitan Area Data Book, U.S. Department of Commerce, Economics and Statistics Administration, Bureau of the Census

LEP students comprise 7% of D.C. Public School system (Summary Report of the Survey of States' Limited English Proficient Students and Available Educational Programs and Services, 1997-98. Washington D.C. National Clearinghouse for Bilingual Education).

V. Language Assistance Plan by Office

NASA Headquarters Language Assistance Plan is required to address four strategic areas, which have the greatest impact on the LEP population: a) Education Outreach b) Websites c) Visitor/Information Centers d) Media Centers. Additionally, each responsible office in charge of the target areas submitted a plan, which demonstrates how they would implement the establishment of an accessible Language Assistance Program. The relevant NASA Headquarters Offices were requested to address each strategic area by answering the following questions:

- How will Headquarters provide oral language assistance?
- How will Headquarters provide translation of written material?
- What will be the operating procedures?
- How will the LEP population be notified of free language service?
- How will Headquarters conduct staff training?
- How will the above be monitored for accessibility and quality?

The following reflects a summary of the programs and activities submitted by the Headquarters Offices who are responsible for implementing the LAP for the four strategic areas:

| OFFICE | EDUCATION OUTREACH | WEBSITES | VISITOR/ INFORMATION CENTER | MEDIA CENTERS |
|-----------------------|--|---|---|---|
| PUBLIC AFFAIRS | Assess the target populations in designing traveling exhibits i.e. NASA Arts Program | Redesign Current web-site and include statement of free language assistance. Continue to provide bilingual translations of Women in NASA | Provide interpreters for guests touring the Washington Metropolitan Area. | Identify Bilingual employees who can conduct live interviews in languages other than English for local radio and television that target LEP audiences. Announce through NASA Newsroom the availability of Language assistance. |

| | | | | |
|---|--|---|---|--|
| | | | | Translate press releases when necessary. |
| SMALL & DISADVANTAGED BUSINESS | <p>BI-lingual Staff employees and professional.</p> <p>Interpreters for future conferences and briefings.</p> <p>Translate written materials on how to do business with NASA.</p> | Redesign Current web-site and include statement of free language assistance | N/A | N/A |
| EDUCATION DIVISION | <p>BI-lingual staff employees and professional interpreters for youth conferences, science fairs, career fairs, teachers conferences and technical conferences when needed.</p> <p>Provide bilingual interpreters and translations for requests on existing educational programs, teleconferences, video conferences, briefings.</p> | All web-sites at HQ will include boilerplate language, which addresses the availability of the Language Assistance Program. | N/A | Work with Field Centers to identify BI-lingual NASA employees as role models to speak at local educational programs. |
| INFORMATION TECHNOLOGY & COMMUNICATION | BI-lingual telephone messages indicating free language service can be made available with notice. | All web-sites at HQ will include boilerplate language, which addresses the availability of the Language Assistance Program. | Use interpreters when persons with LEP enter the building seeking information i.e. employment applications and information available in the Info Center | N/A |

a) Training

Staff training will be handled internally by the individual offices to disseminate information about the Language Assistance Program. The Headquarters Office of Equal Opportunity and Diversity Management will conduct briefings to those organizations involved to ensure an understanding of the policies and procedures as well as roles and responsibilities.

b) Quality Assurance

The tracking and follow-up of quality of services will also play a vital role in evaluating the success of the program. Headquarters will develop procedures to monitor the capability, accessibility and quality of language assistance. The process may include surveys and/or evaluation forms that will be given to those who request Language Assistance Services.

VI. Resources for Language Assistance Services

The Office of External Relations administers the contract interpretation and translation services. The scope of the contract will be expanded to meet the requirements of this LAP. NASA Headquarters Enterprises and Functional Offices have access to four basic types of interpreting and translation services in both technical and non-technical areas:

a) Interpretation Services

Multilingual interpretation services in languages for meetings, conferences, litigation proceedings, briefings, training, escort and various other forms of voice communications. The service also provides a system of telephone conference call to translate conversations which can arise in emergency situations involving LEP individual i.e. security and medical emergencies.

b) New Technology

New Translation, Interpretation, Training and Educational Material that provides the latest in technology in performing services within the scope of the contract.

c) Language Training and Educational Materials

Instructional training and or educational materials, to include but not limited to foreign language training, language immersion training, publication, software, audio, video, and various other forms and products in support of translation and interpretation language services.

d) Translation Services

Multilingual translation services in native languages to include but not limited to the translation of business, legal and technical documents, software, manuals, websites, internet, video and audio in writing, graphic, electronic, multi-media and various other forms of communications.

VII. Operating Procedures for Language Assistance Request

- a) The Contractor will ordinarily be issued a written task order at least five working days in advance of the need of services by NASA Headquarters. However, the Office of External Affairs for the primary languages may place verbal task orders with as little as four (4) hours' notice. Oral task orders will most frequently be for written translation services. The contractor shall be able to receive and deliver documents by hard copy, electronic mail, on diskette in the standard, current word processor format, and by facsimile.
- b) Translation and interpretation services to be provided by the contractor include both non-technical and technical content as defined below. Translators and interpreters shall translate and interpret to and from the English language. During performance under task order, translation and interpretation services for completion of specific tasks may be required on a twenty-four hour basis.
- c) Translators and interpreters shall translate and interpret to and from English technical documents and information which involve, as a minimum, the following disciplines: engineering, aeronautical science, micro-gravity, earth science and life sciences.
- d) Translators and interpreters shall translate and interpret to and from English technical documents and information, which involve such subjects as general policy matters, public information, and social topics.
- e) The primary languages, which may require 90% of the total translation and interpretation services for consumers in the Washington Metropolitan area are the following: Spanish, Korean, Vietnamese, Chinese, Arabic, Hindi, French, German, Italian.

VIII. Action Plan

The following action items represent the critical steps for successful implementation of the LAP.

- a) Provide executive briefing to the Associate Administrators of Headquarters Operations and the Office of External Affairs regarding the Headquarters Implementation Plan and operating procedures.

Target Date: August 20, 2001

- b) Inform Headquarters and notify target audience of availability of free language services via web sites and oral and written notices.

Target Date: August 30, 2001

- c) Request Codes to submit prioritize list of documents with greatest public distribution

Target Date: August 30, 2001

- d) Codes are to submit a prioritized list of documents to be translated for consideration by the working group.

Target Date: September 15, 2001

- e) Select ion of translatable documents vital to accomplishing HQ LAP goal.

Target Date: September 30, 2001

- f) Submit proposal for translation and printing cost to the Office of External Affairs and Headquarters Operations.

Target Date: October 20, 2001

- g) Solicit and compile data on Headquarters volunteers to serve as interpreters.

Target Date: November 5, 2001